

# Jeremy Goolsby

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<https://jgoolsby.com>

Self-motivated, results-driven IT professional with skills in a diverse range of technologies within multiple industry settings. Solid information technology knowledge and skills to be utilized to their maximum potential to contribute to the overall success and growth of the organization.

## Technology Expertise:

- Onsite & Remote Technical Support
- Customer Service
- PC Build/Repair
- Documentation
- Systems Deployment
- Managed Services
- Information Security

## Professional Certifications

- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- CompTIA Server+

Operating Systems: Windows 10/11/Server, Linux, Mac

Languages: HTML, CSS, SQL, PHP, NodeJS, JavaScript

Tools & Platforms: VMWare, Git, WordPress, Docker, Office 365, Okta

## **Education**

### **Associate of Science in Network Administration**

College of Business Technology, Miami, FL 2013 - 2016

# Jeremy Goolsby

## **Professional Experience**

**Leavitt Group**, Jacksonville, Florida

**Tier II Support Technician**, 04/2022– *Present*

- Performs remote technical support via remote access tools such as ManageEngine and SplashTop
- Supports users technically in Office 365 and Citrix Systems remote cloud solutions
- Manages, and configures software policies to push client systems such as application software, printers, security policies, and more
- Participates in technical setup process of employee new hires and personnel termination
- Assists in part of weekly after-hours on-call rotation
- Manages company users via Active Directory and Okta
- Engages in client agency acquisitions, conversions, and migrations to Microsoft Azure

**Kinetix Solutions**, Jacksonville, Florida

**Tier II Technical Support Engineer**, 09/2021– 03/2022

- Performed remote technical support via AnyDesk, Splashtop, Microsoft QuickAssist and TeamViewer remote access tools
- Supported users in various Microsoft systems such as Azure, Office 365, and Windows Virtual Desktop (WVD)
- Deployed, Managed, and troubleshoot client systems such as PCs, peripherals, printers, firewalls, switches, and more
- Dedicated onsite technician for regional clients in northeast Florida
- Assisted in part of weekly after-hours on-call rotation

**TeamLogic IT**, Jacksonville, Florida

**IT Support Services Level II**, 03/2021– 07/2021

- Provided remote tier 2 & tier 1 desktop and applications support including Office 365, Adobe, Azure, and other line of business application support
- Managed thousands of endpoints through remote management software such as Kaseya, ConnectWise Control, and Microsoft Quick Assist
- Reviewed daily ticket queue and flow through Autotask to make sure all tickets are properly researched, updated, resolved, or escalated
- Provided Windows 10 end user software and hardware troubleshooting support
- Dedicated technician for local clients to provide onsite technical support
- Analyzed and verified security measures for client's infrastructure and devices

# **Jeremy Goolsby**

**Quadrant Information Security, Jacksonville, Florida**

**Security Analyst, 02/2020– 03/2021**

- Provided end-user on-call support for all in-place security solutions
- Reviewed logs and reports of all in-place sensors. Interpreted the implications of that activity and devised plans for appropriate resolution
- Conducted research on current vulnerabilities and exploits using publicly available, trusted resources and other reputable vulnerability products
- Regularly performed tuning and filtering of SIEM alerts and other monitoring components to ensure relevant data is gathered

**DealerIT, Jacksonville, Florida**

**Senior Help Desk Technician, 10/2019– 02/2020**

- Lead technician on a team supporting Dealer Management Systems (DMS) and Windows environments
- Supported help desk manager in duties ranging from ticket escalations, dispatching, and project support
- Managed network infrastructure such as Meraki routers, and Cisco switches of major local car dealerships
- Encouraged teamwork, individual growth, and technical development

**iVenture Solutions, Jacksonville, Florida**

**IT Support, 05/2019– 10/2019**

- Provided tier 2 desktop and application support including line of business and hosted application support such as Microsoft Office 365
- Troubleshoot client's LAN/WAN technology and firewalls (Cisco/SonicWALL)
- Managed thousands of endpoints through remote management software such as Labtech, TeamViewer, and LogMeIn Rescue
- Documented ongoing solutions to technical issues via ConnectWise ticket system
- Traveled onsite to client businesses to troubleshoot, replace, and repair IT equipment such as routers, switches, firewalls, and other managed devices

**Computer Services Freelancer**

**08/2018– 05/2019**

- Provided a broad range of consulting services and technical expertise in computer hardware, software, mobile applications, and web hosting
- Gathered business requirements and translated them to technological solutions
- Built valuable web applications for small businesses to enhance their growth
- Enterprise hardware, software, and desktop support
- Created automated scripts for businesses to meet business needs

# **Jeremy Goolsby**

**Nation Safe Drivers**, Boca Raton, Florida

**IT Support**, 07/2016– 08/2018

- Installed, imaged, and maintained over 80 Windows 10 workstations and solely configured essential contact center components such as printers, file servers, faxes, scanners, and VOIP systems
- Provided technical assistance and support for incoming queries and issues related to computer systems, software, and hardware in-person or over the phone
- Documented training manuals and trained computer users
- Maintained daily performance of computer systems
- Assisted in facilitating help-desk support ticket queue

**Insight Global**, Fort Lauderdale, Florida (*contract*)

**Field Service Technician**, 02/2016– 06/2016

- Lead site survey engineer of the Hewlett Packard/Bank of America hardware refresh project
- Troubleshoot and verified Windows 7 devices were adhering to security policies such as Bitlocker
- Replaced, installed, and configured fundamental computer components such as servers, workstations, printers, and networked peripheral devices
- Recorded, analyzed, and maintained highly accurate information pertaining to logistics and inventory via Microsoft Excel and ticketing systems

**United States Army**, Fort Lewis, Washington

**Cannon Crewmember**, 11/2006 – 01/2010

- Perpetuated monthly accountability, serviceability, and inventory of millions of dollars' worth of sensitive military equipment, and vehicles with no losses
- Contributed to the success of numerous reconnaissance and security operations
- Recognized for exemplary military proficient service, discipline, and conduct
- Employed critical survival skills in hostile environments while maintaining operational readiness of equipment, and vehicles
- Applied computer-generated fire direction data to calculate targets manually and electronically